

DTS Enterprise Incident Report August 2011

As of 9/6/2011

Public Service Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

| Customer Company | Low | FCR Total |
|---------------------------|-----|-----------|
| Public Service Commission | 9 | 9 |
| | 4 | 4 |
| Customer Company Total | 9 | 9 |
| | 4 | 4 |

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

| Customer Company | Low | MIR Total |
|---------------------------|--------|-----------|
| Public Service Commission | 9 1 | 9 1 |
| Customer Company Total | 9 1 | 9 1 |

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

| Customer Company | Low | ATTIR Total |
|---------------------------|-----------|-------------|
| Public Service Commission | 9 0.40 | 9 0.40 |
| Customer Company Total | 9 0.40 | 9 0.40 |

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

| Customer Company | Low | MR Total |
|---------------------------|--------|----------|
| Public Service Commission | 9 0 | 9 0 |
| Customer Company Total | 9 0 | 9 0 |

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

| Customer Company | Low | ATTR Total |
|---------------------------|-----------|------------|
| Public Service Commission | 9 0.52 | 9 0.52 |
| Customer Company Total | 9 0.52 | 9 0.52 |

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Detail

| | | | | | | | |
|------------------------|-------------------------|-----------------|---------------------------|--------------------------------|----------|-----------------|-----------|
| INC000000357472 | Sheri Bintz | Application | Error | None | | TIR Missed: No | TIR: 0.44 |
| | Capitol Hosting | Patrick Funk | Public Service Commission | Low | Closed | TTR Missed: No | TTR: 0.64 |
| INC000000357812 | Ric Campbell | Telecom | Voice Mail | None | | TIR Missed: No | TIR: 0.04 |
| | Voice Operations | Lois Schow | Public Service Commission | Low | Closed | TTR Missed: No | TTR: 0.27 |
| INC000000359760 | Ron Allen | Application | Password | Utah Master Directory | | TIR Missed: No | TIR: 0.79 |
| | Help Desk | Brenda Treadway | Public Service Commission | Low | Closed | TTR Missed: No | TTR: 0.79 |
| INC000000361045 | Jamie Dalton | PC/Laptop | Error | Microsoft Windows XP Professio | | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Ed Conrad | Public Service Commission | Low | Closed | TTR Missed: No | TTR: 0.43 |
| INC000000365397 | Melissa Paschal | None | None | None | | TIR Missed: No | TIR: 0.00 |
| | Metro A Desktop Support | Julie VanBeekum | Public Service Commission | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000370221 | Trixie Behr | PC/Laptop | None | None | | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Liz Evans | Public Service Commission | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000371342 | Melanie Reif | Application | Password | Active Directory | | TIR Missed: Yes | TIR: 1.37 |
| | Metro A Desktop Support | Julie VanBeekum | Public Service Commission | Low | Resolved | TTR Missed: No | TTR: 1.37 |
| INC000000371353 | Melanie Reif | Telecom | None | None | | TIR Missed: No | TIR: 0.99 |
| | Voice Operations | Lois Schow | Public Service Commission | Low | Resolved | TTR Missed: No | TTR: 1.14 |
| INC000000373504 | Melanie Reif | None | None | None | | TIR Missed: No | TIR: 0.00 |
| | Metro A Desktop Support | Julie VanBeekum | Public Service Commission | Low | Resolved | TTR Missed: No | TTR: 0.00 |